

6 February 1951

Mr. R. R. Ayers
General Manager
Government Services, Inc.
1135 - 21st Street, N. W.
Washington, D. C.

Dear Mr. Ayers:

On several occasions in the past two years it has been necessary to take up informally with the Manager of the "F" Building cafeteria and other representatives of Government Services, Inc., numerous complaints which we have received from employees of the Central Intelligence Agency regarding the operation of that cafeteria. On these occasions a number of suggestions have been made, most of which have not been accepted nor followed by the Cafeteria Manager.

In recent months the problem has become more acute; and I have now received a large number of written complaints and many verbal complaints, which indicate that the management generally is depreciating rather than improving. It seems that informal attempts to accomplish the necessary improvements in this cafeteria have not been adequate; and, therefore, it is necessary that I make this formal complaint to you. Although I could be specific on many matters, I feel that this is unnecessary because the management is so bad that I feel a change in management and management policy is necessary in order to improve the operation of this cafeteria. Also, the standards which OSI has maintained in the Que and "H" Building cafeterias, which are most satisfactory, and in other cafeterias in other buildings, are adequate. If these standards could be reached in "F" Building cafeteria, we would be completely satisfied.

In the past nine years of representing CIA and its predecessor organizations in connection with the operation of OSI cafeterias, it has been unnecessary to do any more than discuss various suggestions with the Cafeteria Managers, and I have always obtained satisfactory results. For this reason, I hesitated to write such a letter as this, but I feel that I have no other course of action left.

I would appreciate your investigation of this matter and an indication of the action which you intend to take to rectify the existing conditions.

Very truly yours,

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Deputy Chief,
Administrative Services

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WIM:mew/lw

cc: chrono
BMAU file (Cafeterias)
Chief, BMAU
Public Bldgs. Service